

REQUEST FOR PROPOSALS  
ACQ-2009-0515-RFP  
AMENDMENT 2

This is an amendment to ACQ-2009-0515-RFP issued by the Washington State Department of Transportation on June 15, 2009 for the Statewide Customer Service Center and as amended by Amendment 1 dated June 18, 2009.

**This RFP is amended as follows:**

Per Sections 2.20 and 2.21 of ACQ-2009-515-RFP, WSDOT shall hold an optional RFP Pre-Proposal Conference Call on June 26, 2009 at 1 PM PDT. WSDOT has enhanced this teleconference with a WEBx access site. For details regarding the Pre-Proposal Conference, please see Attachment A of this Amendment located at [www.wsdot.wa.gov/business/contracts/default.htm](http://www.wsdot.wa.gov/business/contracts/default.htm)

**ALL OTHER TERMS AND CONDITIONS OF THIS RFP REMAIN IN FULL FORCE AND EFFECT.**